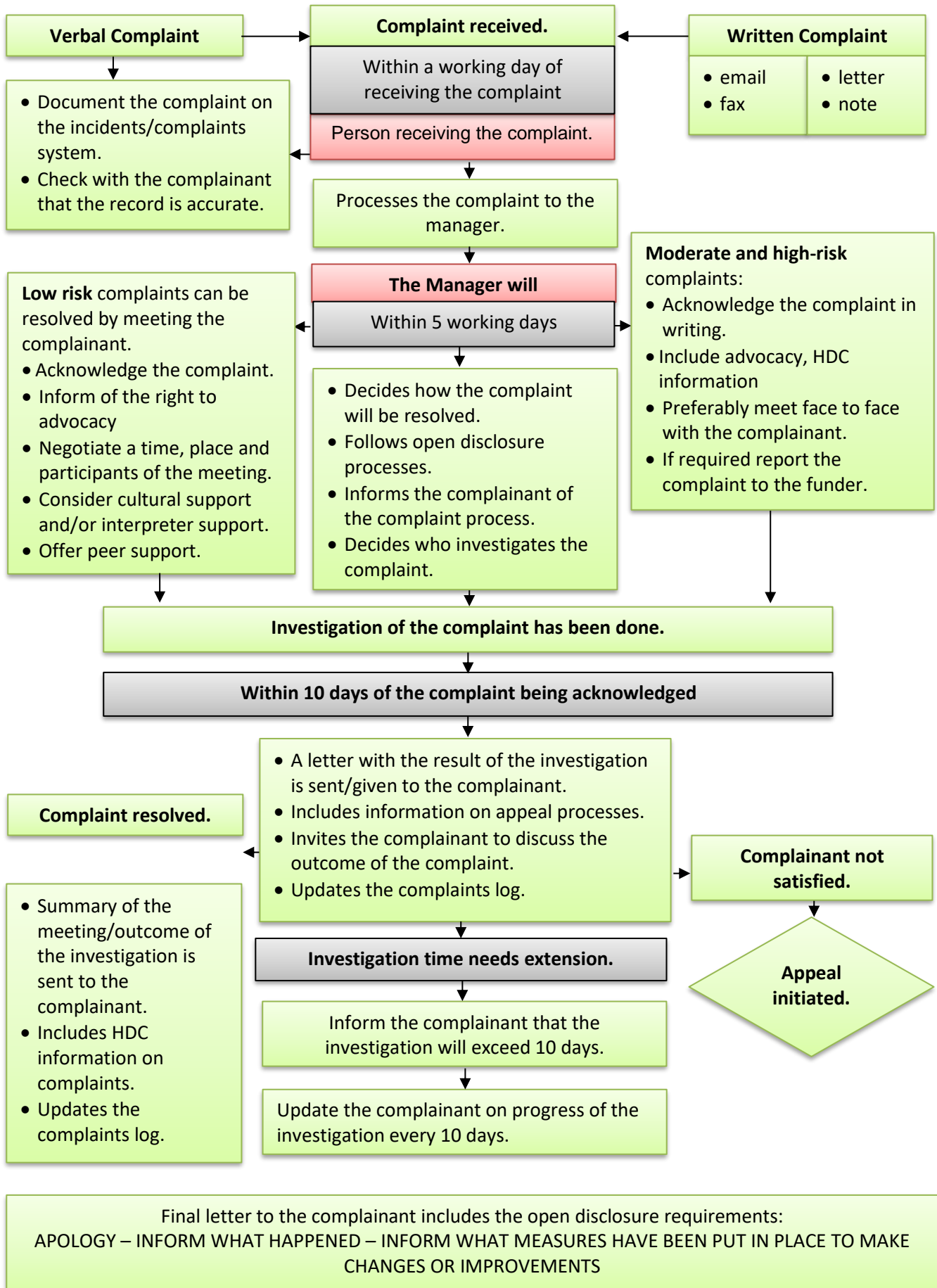


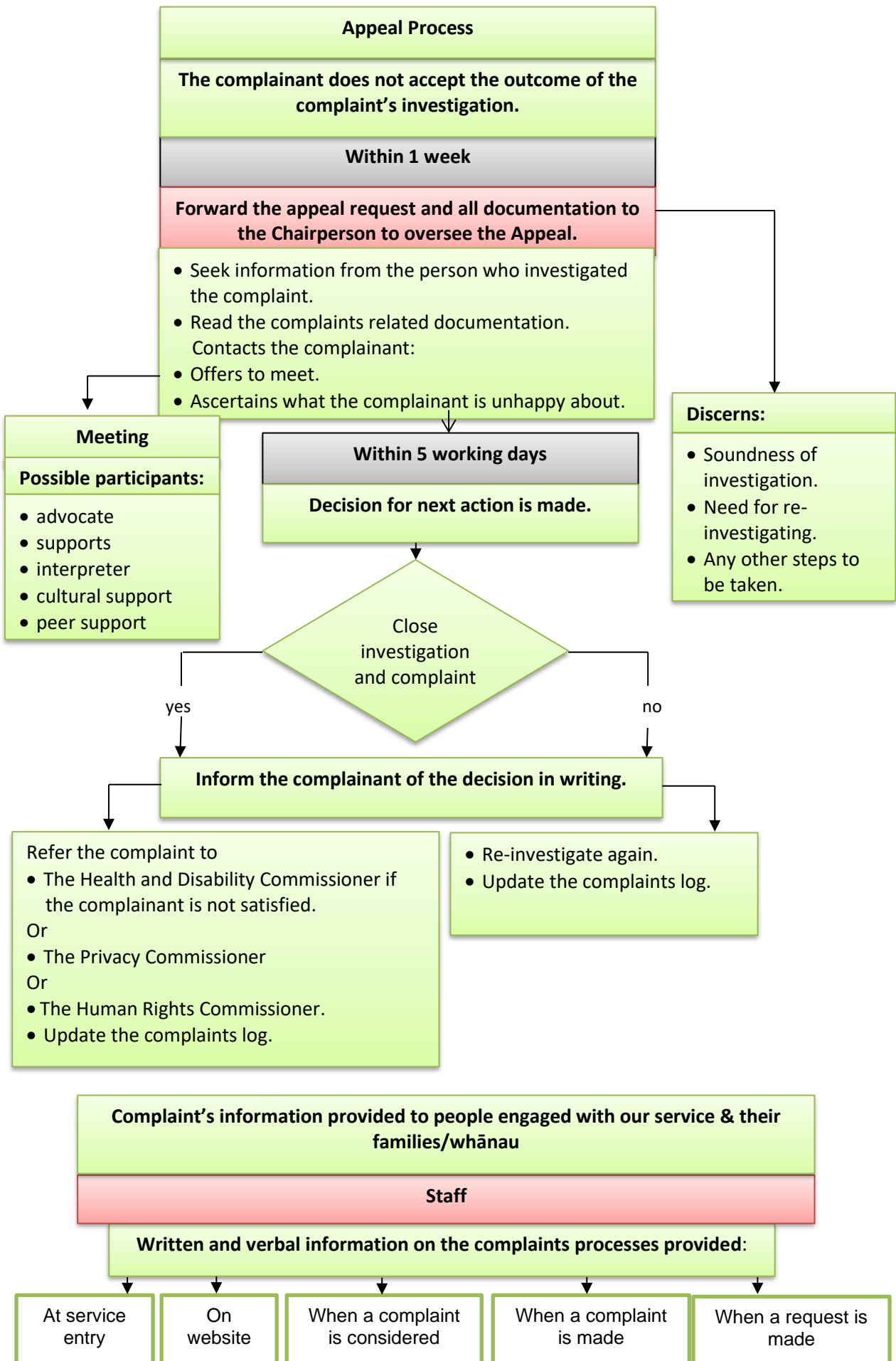
Complaints Management

Purpose	Our organisation will ensure that the right of the service user to make a complaint is understood, respected and upheld.
Scope	The services’ employees, people engaged with our services and their families/whānau.
Policy	All complaints will be managed in a systematic way as outlined in this document.
Performance Indicators	<ul style="list-style-type: none"> ○ Complaint process time frames are adhered to. ○ Service Improvement measures are implemented.
References	
Legislation	Code of Health and Disabilities Services Consumer’s Rights 1996
Standards Guidelines	NZS 8134: 2008 Health and Disability Services Standards NZS 8158: 2012 Home and Community Support Sector Standard HDC complaints processes Self-audit: HDC complaints management guide
Service Documents	Open Disclosure Adverse Events
Definitions	
Complaint	A complaint is: <ul style="list-style-type: none"> ● Any expression of dissatisfaction about services provided. ● Dissatisfaction with the conduct of a staff member/student placement/contractor/Board member of the service.
Comment	A comment/feed-back is an observation, remark, or expression of opinion about aspects of services that could be improved. All comments will be considered as an opportunity to improve the services we provide. <div style="background-color: #f08080; text-align: center; padding: 5px;">A comment is not a complaint</div>
Complaint sources	<ul style="list-style-type: none"> ● Directly from a person engaged with our services and/or their family/whānau. ● Through the Health and Disability Commissioners office. ● Through the Privacy Commissioners office. ● By a member of parliament. ● Through Consumer Advocates. ● By a service provider. ● By a member of the public.
Anonymous Complaints	Complainants have the right to be anonymous. Investigation will occur within the limitations caused by the anonymity.

Complaints Management



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